

# INFORMATION SERVICES

## POLICY COMMITTEE REPORT



August 11, 2005

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INFORMATION SERVICES  
POLICY COMMITTEE

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## INTER-OFFICE MEMO

**TO: Information Services Policy Committee**

**FROM: Doug Thomas, Information Services Manager,  
Information Services**

**DATE: August 11, 2005**

**SUBJECT: Monthly Report**

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### SYSTEMS DEVELOPMENT PROJECTS

**1. InterLinc e-Gov**

The InterLinc Action Center software continues to be demonstrated. Department liaisons are being trained with a 08/31/05 target date. Phase II, the internal department and ombudsman system, is targeted for 4th quarter 2005. I.S. will be writing the Action Center software utilizing Oracle9i. Numerous other on-line service efforts are in the works. Design and coding began on the new Water eBilling System that will allow the customer to opt in for eBill/ePay, eliminating the need to print / mail water bills. Various department homepages have been updated or in the process of being reviewed. I.S. continues to research the need for Internet content management software in it's efforts to restructure and technically upgrade InterLinc to be compliant with industry standards and Federal 508 rules. (Accessibility Guidelines) I.S. staff have been or in the process of being trained for InterLinc support back up. Nick Wemhoff will be working on the Notes Administration transition plan which will begin in Sept. 05.

**2. Lancaster County General Assistance**

I.S. staff have been meeting with the principle players in the SRD effort. A finalized SRD presentation of findings will be given to the GA Monitoring Committee in August 2005.

**3. County Attorney/Public Defender Case Management System**

Project planning activities began in July 05, to determine the scope, technology requirements, and platform selection. Full time effort will begin in September.

**4. Parking Tickets**

Final implementation activities are ongoing. The hardware RFP's have been issued and awarded. Printers and all related hardware arrived on August 2. The PO for the handhelds was issued on 08/09/05 and shipment is expected to be late August. PSO training will begin as soon as the hardware arrives. Full system deployment is targeted for day after Labor day 2005.

## **5. Fire Systems Rewrite**

The PRIME system components have been successfully deployed. The design on the last Prime module, RER, that supports internal employee personnel functions began last month and good progress is being made. The EMSpro software that was implemented two months ago is still having technical problems. EMSpro is having a reliability issue with sustained connectivity. Record locking events have forced both I.S., Fire, and vendor staff to expend a considerable amount of time trying to debug the cause. System settings within Terminal Services have been the primary target for problem resolution. I.S. has recommended that the vendor take the lead roll in this effort including an onsite diagnostics effort to get this problem resolved. EMSpro staff have agreed to come onsite, at our expense, to try to solve the problems. LFR staff have been coordinating all the testing, training, and deployment of this software.

## **OPERATIONAL**

The County PeopleSoft AS/400 prime shift utilization in July was 13.52% compared to 13.05% in May. Disk utilization is 34.8%.

The City Finance IDE AS/400 prime shift utilization in July was 8.08% compared to 8.31% in June. Disk utilization is high at 75.9%.

The CJIS Alpha server prime shift utilization in July was 28%, the same as it was in June.

The IBM Multiprise Enterprise Server prime shift utilization was 51.09% in July compared to 52.36% in June. There were 4,392,153 CICS transactions executed which includes 1,760,769 web transactions. The new IBM processor and enterprise disk storage unit was put into production on Saturday morning, July 30<sup>th</sup>. At this point, we are very happy with the performance. The new disk unit has an I/O response time of about 3 to 4 times better than our previous disk. The processor has averaged 55.63% prime shift utilization for the first several days of August. Response time on CICS transactions looks to have been reduced between 10% and 20%.

# PROJECT REPORTS



# PARKING TICKETS

**Project Manager:** Mark Wieting, Terry Lowe

**August 11,  
2005**

**Analyst:** Jim Jambor, Chris Plock

## **Project Description:**

This system is a rewrite of the Cardinal system currently being used by the Violations Bureau to track parking tickets. It has been decided to make this a browser based application with the data being housed on the Alpha machine using ADMINS as the language to post the data updates. In addition to the coding needed to push data to and from the browser, there will be a field component where the LPD Public Service Officers will enter basic vehicle/plate information into a remote device, produce the paper citation, and transfer the data to the host application.

## **Current Events:**

<b>07/05</b>	*	The Pocket PCs and ticket printers were ordered but have not arrived. There is a holdup with the paper supplier for the tickets as they are having trouble finding a spool for the paper roll which will fit in the printer.
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## **Future Events:**

<b>08/05</b>	*	We are planning on converting and implementing the new system during September as the pocket pcs will not arrive until mid August. Prior to implementation, the PSOs will need to be trained on the new devices.
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## **History:**

<b>09/03</b>	*	The core project team met to discuss the basic premise of the system, and to discuss options and methods currently in use for browser based systems.
<b>10/03</b>	*	No work was performed on the Alpha towards this project. However, Terry and Chris have spent some time researching hardware devices which could be used in the field by the PSOs who will be issuing the tickets.
<b>11/03</b>	*	Tim, Mark, and Chris met to discuss some of the methods used in the mainframe web shell programs to begin a process of creating them on the Alpha.
<b>12/03</b>	*	We were able to display the menu page using data from the Alpha similar to the process of the mainframe web shells. We will continue to meet with Chris to refine this process and move to the next step.

<b>01/04</b>	*	We had demos of the field hardware/software performed by Chris and Terry. Dorothy wrote the XML return module on CJIS for returning the motor vehicle data to the field.
<b>02/04</b>	*	We conducted interviews with Violations Bureau staff to get an idea of what the new system should involve. We began creating a sample screen to test the process of creating and displaying HTML from the CJIS machine.
<b>03/04</b>	*	Conversion of the data from the Cardinal System was begun. This will be a long process to convert into our ADMINS design. We also began writing two more panels and have begun work to develop standards, comm area, and screen flow.
<b>04/04</b>	*	The conversion of data from Cardinal continued. A first cut panel displaying the ticket information was completed and the shell command file for flat screen was started.
<b>05/04</b>	*	Work was started on creating the shell for the flat screen by designing the ticket display, entry, update, and delete panel. The display and update portions have been completed and the rest should be done next month. The conversion process has been completed and made ready for the final implementation.
<b>06/04</b>	*	The shell command file, report, and screen were completed for flat panel. There will be a little fine tuning done as the next panel is created using the shells.
<b>07/04</b>	*	We have completed coding the ticket display/update/delete/add, the owner display/update/delete, ticket list by plate, ticket list by name, ticket list by vin, and have quite a few panels done for the payment process.
<b>08/04</b>	*	The ticket and owner notes process was developed and finalized. The receipting screens have been coded as well as the Scoflaw lookup by plate and vin. Work has begun on designing the financial and accounting portion. The receipt adjustment screens have been started. A meeting was held with the LPD Public Service Officers to show them the different devices available for the field. The RECON device was chosen so work can begin on the ticket writing process.
<b>09/04</b>	*	The design of the towing module was started, but was tabled while we tried to synch the ticket insert process between the office and the field units. The receipt adjustment and voiding process was also completed.
<b>10/04</b>	*	Coding of the tow process was completed. The office screens were turned over to the Violations Bureau for testing and they have been exercising the system. What changes have come as a result of this testing have been completed.
<b>11/04</b>	*	Continue customer testing of the system. Begin programming the field devices and the interface between the device and the database. Also, we will begin attacking the batch reports and the method to submit them from a browser.
<b>12/04</b>	*	Customer testing of the system continued. Programming of the batch reports is near complete but still need to go through a system test. A method to submit the reports from the browser was developed.

<b>01/05</b>	*	<p>We have completed programming on two of the communication processes between the field unit and the data base.</p> <p>Vehicle information by plate and vin Scofflaw check by plate and vin</p>
<b>02/05</b>	*	<p>We have started to review all reports created for the new system. The goal is to go through all of them and weed out any which are not needed. Also, we will begin adding them to the report menu in anticipation of the system test. We also completed programming for the following communication processes between the field unit and the data base.</p> <p>Ticket insert and update Scofflaw ticket list</p>
<b>03/05</b>	*	<p>All real time and batch processes between the field units and the database have been completed. Also work has begun on the web pay portion of the system.</p>
<b>04/05</b>	*	<p>We began conversion of the online ticket payment over to the CJIS system. The first two ticket selection panels have been coded and tested to the point where control is passed to the payment page. We met with staff from Violations Bureau to review the system so far and to demonstrate the hand held units and printers. IS feels we should try to use the 2 inch tape for printing tickets, we will investigate this further with respect to hardware. IS and VB staff have also reviewed all remaining reports for criteria and necessity.</p>
<b>05/05</b>	*	<p>The online payment process was successfully coded and tested against the CJIS database. The upload of the validation tables and the scofflaw file was also completed. It was decided that a 2 inch paper would be used for the parking tickets.</p>
<b>06/05</b>	*	<p>The network connections were installed and tested. The handheld units and ticket printers to be used in the field by PSOs were ordered. Violations Bureau ordered notice postcards and ticket paper began an acceptance test in preparation for a July implementation.</p>